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INFO 550 Information Technology Management

Elaine Crable

Xavier University

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Information Technology Management INFO 550

Instructor: Dr. Elaine Crable, Professor MIS
Office: 205 Smith Hall
Office Hours: By appointment - just send an email to me
Contact Info: crable@xavier.edu (513) 745-2029

Course Description

The Course is an examination of systems and technology involved in the production of goods and the delivery of services. The predominant focus is on the manager's use of information and technology to influence the design, operation and control of systems in order to enhance competitive advantage and productivity. Topics you will cover include analysis of current information systems, identification and assessment of an organization's strategic use of information systems (IS) and trends of information technology (IT) development. This course explores business processes and systems; it is highly integrative and will draw heavily from other functional areas in business. Current IT issues will also be explored in order for you to become aware of the intricate involvement of IT in business and personal operations.

Technology Principles to Live By:

- Principle 1 – Just because you have more IT, doesn't mean you have better information.
- Principle 2 – InfoTech's value is determined in the way you use and manage it.
- Principle 3 – If InfoTech is the solution, what is the problem?
- Principle 4 – If you identify a problem, then who will be your problem solver?

Course Deliverables at a Glance:

1. Current IT asynchronous presentation
2. Discussion Forum activity during term
3. Six Case Analyses
4. Two Reflections during course
5. Excel Exercises
6. Final Exercise Research Paper

Deliverables in Detail:

1. Current Information Technology Issues Sharing in an asynchronous setting: In order to become more informed about information technology in business, you are to locate one current information technology issue dealing with the strategic use of technology and/or information systems. Topics can be about data mining and big data, e-Business, outsourcing, strategy, security, social media, future issues, etc. You are to do approximately 12 minute presentation of a current IT issue using the guidelines posted in Canvas. You will convert a narrated PowerPoint presentation to a YouTube link. Feedback from past students has indicated that is a very valuable assignment in this course. The current issues are interesting plus this asynchronous preparation of your presentation will help prepare you for future virtual business settings. A sign-up sheet is available in the Introductory Module of *Canvas/First Assignments*. There will be a list of suggested topics but if you have an idea not on the list contact me for approval. PLEASE NOTE: Once a topic is taken it cannot be claimed by someone else, so sign up early.

2. Discussion Questions (asynchronous participation): An important element of participation in this course is the class discussion forums in Canvas. These will be required discussions around the assigned cases and readings for each weekly topic. Discussions will be prompted by questions/statements inviting you to approach the cases and readings from a specific perspective. You may want to compare the situation in the case to your own industry or work environment plus when appropriate add links to sites to help better understand the case and the issues in the case (if you add links you must provide a brief summary of the site so we understand how it supports your posting. Posting a link without a brief explanation of the link will not earn you any extra points.) For a full 20 point score for the week, you must include references to our module readings as well as the case.

The initial discussion forum questions serve as advance organizers to encourage critical thinking and informed participation. These are just to help you get started on your discussion. Each student posts his or her own initial thread by Sunday night. In addition to your original post, you should reply to **at least two** of your colleagues (two brief responses = an average score.) The purpose of this part of the assignment is to raise pertinent issues, expand the discussion, and to stimulate critical thinking regarding your colleagues' issues. You will want to **respectfully** challenge your colleagues' assumptions and predictions. You should visit the Discussion board every few days to keep up with the Discussions. You must NOT post everything in one day but rather post a few times across the entire week to promote discussions similar to one that would occur in a F2F classroom. See the deliverable list to keep yourself organized. Create a schedule that works for you in order to keep up with assignments. The Discussion Board takes the place of F2F in class discussions and is vital for a successful academic experience. This is a collaborative experience. A grading rubric is provided in the Information Module for the Discussion board activity and you will also see examples of exemplary postings in the Information module of Canvas. **(Note: Work in the Discussion Board can 'make or break' an "A" grade in the course...so BE ATTENTIVE. A "20" point score on a Discussion Forum activity means that it was Excellent and involved much thought, reference to the readings, and research of a discussion point.)**

- 3. Case Summary/Analysis:** One page (Executive Summary Format) case analyses will be submitted during the term. You will find the grading analysis guide located in Canvas. For each case assignment, you should assume you were hired by the organization as a consultant. You are expected to make use of your knowledge of IS management, provide objective opinions on the organization's challenges, and provide realistic options for actions in the organization. In **one page only**, briefly identify the Key issues; Statement of the Problem; a clear SWOT analysis; Specific Recommendations; Brief discussion of some ethical issue related to the case or topic; and one Current Update for the case with news and recent facts (include the links) relating to the case or the week's topic. You will find examples and a grading rubric along with the required format guide in the Information Module of Canvas.
- 4. Reflection Activity:** Two detailed Reflection blogs will be submitted during the term for the purpose of discussing the past week's topics and experiences. You are to compose three to four solid paragraphs reflecting on the past week topic and activities. You want to discuss your the key points, reactions to topics, and how these could relate to you or your work environment. (See the **Deliverable list** for the exact due dates and see the Grading Rubric and examples in the Introductory Module of Canvas. It's helpful to post a weekly reflection to a Word Document and then just copy and paste it when it is due.) Reflections should include, but not be limited to:
 - How will the information from the past week influence/benefit you in your work experience?
 - What's your greatest "take away" from the past few weeks?
 - What readings/activities were most/least beneficial? Why? Or why not? Did you find other information that related to the week.
 - What might be some challenges that I see from what I recently learned?
 - How is the online experience working for you? How could it be improved?
- 5. Excel Exercise:** The Harvard Business Excel Modeling tool for Excel 2013 will teach you how to use Excel as both a reporting tool and modeling tool for solving business problems. You will start with a PreTest and then do the in-depth tour of Excel and learn tips for mastering the key Excel functions. Upon completion of the self-paced Excel exercises you will take the post test and do a final exercise.
- 6. Final Activity** is a research paper on an IT topic of your choice. You will choose an industry or business and discuss the impact of technology on this business. You can use the topic from your YouTube presentation if you so choose. More details are available in the assignment itself in the last module.

Grading:

Point totals will be distributed as follows:

Individual Current Event Presentation	12%
One-page Case Analyses	18%
Discussion Forum Participation	34%
Two Reflection Private Posts	8%
Excel Exercise	16%
Exam	12%

A	96 to 100	C+	77 to 80
A-	91 to 95	C	73 to 76
B+	87 to 90	C-	70 to 72
B	84 to 86	D	below 70
B-	81 to 83		

Academic Integrity:

Cheating (using or attempting to use unauthorized materials in an academic exercise), fabrication (falsifying or inventing information), facilitating academic dishonesty (helping or attempting to help another commit an act of academic dishonesty), and plagiarism (representing the words or ideas of another as your own and not citing the source) will result in a grade of F for the course. If you have any doubt about whether you're plagiarizing, ASK. **Students have been dismissed from Xavier for plagiarism. Be sure to cite all sources used in any work you turn in for credit.**

Special Needs:

Qualified students with disabilities who will require disability accommodations in this class are encouraged to make their requests to me by sharing their Accommodation Letters as soon as possible. Disability related information is confidential. If you have not previously contacted Disability Services, I encourage you to do so by phone at 513-745-3280, in person on the Fifth Floor of the Conaton Learning Commons, Room 514, or via e-mail to Cassandra Jones at jonesc20@xavier.edu , to coordinate reasonable accommodations as soon as possible as accommodations are not retroactive.

Williams College of Business Mission

"We educate students of business, enabling them to improve organizations and society, consistent with the Jesuit tradition"

How this course relates to this mission: Technology has had a major impact on nearly every organization and on society at large. The course will critically examine these impacts via case analyses, readings on current topics, and in-depth discussions about the technology and its use in business. Ethical issues will be examined in all situations and a reflection on the topics along with future implications will be part of the course.

WCB Learning Goals and Objectives of the course:

- **Strategic Thinking and Leadership:** MBA students will formulate business strategies utilizing their understanding of the key functional areas of business and in particular know how technology can support this.
- **Ethics and Social Responsibility:** MBAs are able to foster an ethical climate in their roles and responsibilities in business and society as well as understand social responsibility as it relates to technology in business.
- **Critical Thinking:** MBAs are able to clarify problems, generate and evaluate alternatives using appropriate analytical and quantitative techniques, and draw conclusions
- **Effective Written and Oral Communication:** MBAs are proficient in written and oral communication and in particular **virtual** communication.
- **Global Perspective and Cultural Diversity:** MBAs will be able to work across cultural boundaries, whether these are geographical or societal, in that they possess a recognition and appreciation of the global environment of business and an understanding and appreciation of diversity.

INFO 550 Course goals:

Conceptual

1. Understand the importance of information systems within organizations.

- a. You will gain an understanding of the nature of business processes and their function in organizations, and will gain an appreciation of how crucial well-designed and implemented information systems are to operations in modern organizations.
- b. You will gain an understanding of the strategic value of information systems in the acquisition and retention of competitive advantage.

2. Conceptualize information systems as socio-technical systems.

- a. You will learn that information systems are a combination of people, technology, and business processes and that effective management is required for each of these components.
- b. You will understand the managerial implications of current technologies as they are used in modern information systems. You will learn the nature and function of key technologies at a level sufficient to interact with technical specialists and facilitate managerial decision making.
- c. You will understand how IT is used as infrastructure for information systems. They will understand managerial issues relevant to acquiring and modifying IT infrastructure.
- d. You will understand the role "soft issues" (e.g., system adoption, human-computer interaction, change management, organizational politics and culture) play in the success or failure of information systems.

3. Understand how business processes are made more efficient and effective through the use of information technology.

- a. You will understand how business process are arranged and managed as workflows and how data and knowledge are transferred between business processes.
- b. You will understand how information systems are applied in the functional areas of business. You will understand the nature of the "silo problem" and how enterprise systems address this problem.
- c. You will understand decision-making as a business process and how IT is applied to inform managerial decision making.

4. Understand how technological and socio-technical trends impact business strategy and competitive advantage.

- a. You will understand the ways in which IT can be applied to further organizational strategy and competitive advantage.
- b. You will understand how networking and the Internet have influenced the competitive environment.
- c. You will understand how current technological and social trends are influencing the current competitive environment.

5. Understand significant current issues in the acquisition and management of information systems.

- a. You will understand how the life cycle of information systems is managed in organizations. You will understand the opportunities and challenges inherent in various management approaches to system development.
- b. You will understand how current technological trends affect the management of infrastructure.

Skill-building

- § Develop analytical and decision-making skills related to the application of information technology.
- § Develop research and analytical skills for the acquisition of a practical understanding of information technology.
- § Develop interpersonal skills useful for business communication regarding information technology.